

CLAIMS

1. A diagnostic service system, comprising:

a printing device configured to self-determine a need for technical support;

a technical support system configured to receive information from the printing device, the information corresponding to the self-determined need for technical support;

the technical support system further configured to determine a solution for the printing device in accordance with the received information; and

the printing device further configured to receive the solution from the technical support system and implement the solution to resolve the need.

2. A diagnostic service system as recited in claim 1, further comprising a computing device connected to the printing device, wherein the computing device is configured to receive the information from the printing device, route the information to the technical support system, and receive the solution from the technical support system.

3. A diagnostic service system as recited in claim 1, wherein the technical support system is configured to receive the information from the printing device as part of an email message.

4. A diagnostic service system as recited in claim 1, wherein the printing device is configured to receive the solution as part of an email message.

5. A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to compare the received information with descriptions of device needs for technical support to determine the solution, each description of a device need for technical support corresponding to one or more solutions.

6. A diagnostic service system as recited in claim 1, further comprising a database configured to maintain one or more descriptions of device needs for technical support, and one or more solutions corresponding to a particular description of a device need for technical support.

7. A diagnostic service system as recited in claim 1, wherein the technical support system is further configured to maintain the received information and generate a corresponding reference identifier, and wherein the printing device is further configured to receive the reference identifier.

8. A diagnostic service system as recited in claim 1, wherein the printing device is further configured to initiate communication with the technical support system and provide the information to the technical support system.

9. A diagnostic service system as recited in claim 1, wherein the printing device is further configured to provide the information to the technical support system without user interaction with the printing device.

10.A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render a notification of the self-determined need for technical support, and wherein the printing device is further configured to provide the information to the technical support system after receiving an instruction to said provide the information.

11.A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render instructions for user interaction with the printing device to said implement the solution.

12.A diagnostic service system as recited in claim 1, wherein the printing device is further configured to render printed instructions for user interaction with the printing device to said implement the solution.

13.A diagnostic service system as recited in claim 1, wherein the printing device is further configured to download an Internet resource to said implement the solution.

14. An electronic device, comprising:

a diagnostic component configured to self-determine a need of the electronic device for technical support;

an interface component configured to provide information corresponding to the self-determined need for technical support to a technical support system, the technical support system determining a solution to the need in accordance with the information;

the interface component further configured to receive the solution from the technical support system; and

the diagnostic component further configured to implement the solution to resolve the need.

15. An electronic device as recited in claim 14, wherein the interface component is configured to provide the information as part of an email message.

16. An electronic device as recited in claim 14, wherein the interface component is configured to receive the solution as part of an email message.

17. An electronic device as recited in claim 14, wherein the interface component is further configured to automatically initiate communication with the technical support system to said provide the information.

18. An electronic device as recited in claim 14, further comprising a display device configured to render a notification of the self-determined need for technical support, and wherein the interface component is further configured to initiate communication with the technical support system after receiving an instruction to said provide the information.

19. An electronic device as recited in claim 14, further comprising a printing assembly configured to print a notification of the self-determined need for technical support, and wherein the interface component is further configured to initiate communication with the technical support system after receiving an instruction to said provide the information.

20. An electronic device as recited in claim 14, further comprising a display device configured to render instructions for user interaction with the electronic device to said implement the solution.

21. An electronic device as recited in claim 14, further comprising a printing assembly configured to print instructions for user interaction with the electronic device to said implement the solution.

22. A printing device, comprising:

a diagnostic component configured to self-determine a need of the printing device for technical support;

an interface component configured to initiate communication with a technical support system to provide information corresponding to the self-determined need for technical support, the technical support system determining a solution to the need in accordance with the information;

the interface component further configured to receive the solution from the technical support system; and

a diagnostic component configured to implement the solution to resolve the need.

23. A printing device as recited in claim 22, wherein the interface component said initiates communication and provides information without user interaction with the printing device.

24. A printing device as recited in claim 22, wherein the diagnostic component said implements the solution without user interaction with the printing device.

25. A printing device as recited in claim 22, further comprising a display device configured to render a notification of the self-determined need for technical support, and wherein the interface component said initiates communication after receiving an instruction to said provide the information.

26. A printing device as recited in claim 22, further comprising a printing assembly configured to print a notification of the self-determined need for technical support, and wherein the interface component said initiates communication after receiving an instruction to said provide the information.

27. A printing device as recited in claim 22, further comprising a display device configured to render instructions for user interaction with the printing device to said implement the solution.

28. A printing device as recited in claim 22, further comprising a printing assembly configured to print instructions for user interaction with the printing device to said implement the solution.

29. A method, comprising:
with an electronic device, self-determining a need for technical support;
providing information corresponding to the need for technical support to a technical support system;
receiving a solution to the need for technical support from the technical support system; and
implementing the solution to resolve the need.

30. A method as recited in claim 29, wherein said self-determining is performed by an electronic device comprising a printing device.

31. A method as recited in claim 29, wherein said self-determining is performed by an electronic device comprising a personal digital assistant.

32. A method as recited in claim 29, wherein said providing comprises providing the information to the technical support system as part of an email message.

33. A method as recited in claim 29, wherein said receiving comprises receiving the solution as part of an email message.

34. A method as recited in claim 29, further comprising initiating communication with the technical support system without user interaction with the electronic device, said initiating communication to provide the information.

35. A method as recited in claim 29, further comprising rendering a notification of the need for technical support and initiating communication with the technical support system after receiving an instruction to provide the information.

36. A method as recited in claim 29, further comprising printing a notification of the need for technical support and initiating communication with the technical support system after receiving an instruction to provide the information.

37. A method as recited in claim 29, further comprising determining the solution by comparing the information with descriptions of device needs for technical support, each description of a device need for technical support corresponding to one or more solutions.

38. A method as recited in claim 29, further comprising generating a reference identifier corresponding to the information, the technical support system maintaining the information and providing the reference identifier to the electronic device.

39. A method as recited in claim 29, wherein said implementing comprises rendering user instructions for user interaction with the electronic device to said resolve the need.

40. A method as recited in claim 29, wherein said implementing comprises printing user instructions for user interaction with the electronic device to said resolve the need.

41. A computer-readable medium comprising computer executable instructions that, when executed, direct an electronic device to perform a method, comprising:

- self-determining a need for technical support;
- initiating communication with a technical support system;
- providing information corresponding to the need for technical support to the technical support system;
- receiving a solution to the need for technical support from the technical support system; and
- implementing the solution to resolve the need.

42. A method, comprising:

- with a printing device, self-determining a need for technical support;
- initiating communication with a technical support system without user interaction of the printing device;
- providing information corresponding to the need for technical support to the technical support system;
- receiving a solution to the need for technical support from the technical support system; and
- implementing the solution to resolve the need.

43. A method as recited in claim 42, wherein:

- said initiating comprises initiating with the printing device;
- said providing comprises providing with the printing device;
- said receiving comprises receiving with the printing device; and
- said implementing comprises implementing with the printing device.

44. A method as recited in claim 42, further comprising determining the solution by comparing the information with descriptions of device needs for technical support, each description of a device need for technical support corresponding to one or more solutions.

45. A method as recited in claim 42, wherein said implementing comprises displaying user instructions for user interaction with the printing device to said resolve the need.

46. A method as recited in claim 42, wherein said implementing comprises printing user instructions for user interaction with the printing device to said resolve the need.

47. A computer-readable medium comprising computer executable instructions that, when executed, direct an printing device to perform a method, comprising:

self-determining a need for technical support;

initiating communication with a technical support system;

providing information corresponding to the need for technical support to the technical support system;

receiving a solution to the need for technical support from the technical support system; and

implementing the solution to resolve the need.